

From: Fogelman, Chris on behalf of Van Aken, Lynn
Sent: Tuesday, March 11, 2008 1:01 PM
To: Fogelman, Chris
Subject: FW: WIC Futures Study Group

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From: Baker, Michelle
Sent: Monday, March 10, 2008 8:30 AM
To: Van Aken, Lynn
Subject: RE: WIC Futures Study Group

WIC Futures Study Group Questions:

1. Client Time takers impacting time for clinic staff:

1. Clients who are late for their appointment.
2. Clients who do not have their paperwork filled out.
3. Clients who interrupt the appointment to take a cell call, take a child to the bathroom, change a baby's diaper.
4. Clients who are not organized and can't efficiently move their stuff: car seat, diaper bag, purse, child, coats to the office from the waiting room, clinic room, staff office.
5. Making clients come back in one month rather than in two or three months because they didn't bring "acceptable" proof of residence, even if they haven't moved, even if they brought non-acceptable proof. This adds an additional appointment in the certification period.

Staff Time Takers:

1. Paper work for void/reissues when the data is in the computer now (how many cans were returned and what food package was given in replacement).
2. Entering food packages when there are policy changes: contract formula change; reducing the gallon of milk for all children and women on the program. These changes should have been made from the state level for all participants by changing the content of the food package.
3. Researching and designing up to date nutrition education materials. Many from the state haven't been updated in 20 years.
4. Reading state numbered memos that don't pertain to my duties.

2. Montana WIC requirements vs WIC federal regulations

- a. An extra hemoglobin for children at 1 year of age.
- b. Requires a hemoglobin to be entered into computer for certification while federal wants within 90 days

- c. No price on the vouchers where the clients who prefer organic would like to have the option of organic and would be willing to abide by a price limit and choose which items they buy in order to not go over the limit.
- d. The state recently added the requirement of proof of pregnancy which is optional in the federal regulations
- e. Everything in the computer has to be duplicated in the paper chart. The computer system didn't simply the work, it added to the work.
- f.

From: Van Aken, Lynn

Sent: Monday, February 25, 2008 11:12 AM

To: Best, Linda; Hodges, Bill; Bowsher, Joan; Cutler, Tara; Dotson, Jo Ann; Ellen Leahy; Kathleen Jensen; Lora Wier; Mondy, Kimberly; Riki Handstede; Seifert, Jeannie; Smilie, Jane; Walker, Mark; Zanto, Mandi; Little Plume, Edwin; Melbourne, Gary James; Old Person, Earl Chief; Roundstone, David; Steele, James Jr.; Tadios, Fawn; White, Ada; Anderson, Lil; Beaver, Barbara; Bell, Vickie; Breitbach, Misti; Broadbrooks, Mary Lou; Brown, Suzanne; Buker, Richard S.; Campbell, Linda; Davis, Linda (HHS Cty Hlth Polson); Demoro, Nancy; Diede, Dale; Dobson, Karen; Downing, Deb; Engle, Kary; Foy, Michele; French, Deborah; Good-Brown, Sue; Griffin, Judith Ann; Grubb, Cynthia; Hansen, Sue; Hodgson, Frances; Hubber Joan; Johnson, Angelica; Judd, Rebecca; Lapan, Judy; Larson, Rick; Leahy, Ellen; Mares, Allene; Maus, Barbara; McDivitt, Carol; McDowell, Sharyl; Nelson, Nancy; Nelson, Stephanie; Nyhus, Mary; Olson, Jana; Phillips, Jaci; Reynolds, Melanie; Richards, Wendy; Roll, Ginger; Russell, Joseph W.; Russell, Tim; Sare, Michele; Shirk, Pat; Steeley, Jill-Marie; Stevens, Peggy; Taylor, Randy; Arwyn Welander; Gray, Athena; Baker, Michelle; Best, Linda; Cenis, Jackie; Champine, Dorthy; Conwell, Margaret; Lefthand, Danielle; Davis, Linda (HHS Cty Hlth Polson); Dawson, Kari; Diane, Sharon; Dwyer, Karen; Espeseth, Gayle; Fix, Debra; Hall, Dianna; Hay, Donita; Hinz, Shawn; Evanson, Irene; Jamie Johnson; Keaster, Carol; Lackman, Betty; Lawson, Julie; Campbell, Linda; Lund, Jeannine; Strand, Mary; McCloskey, Helen; Mexicancheyenne, Tom; Morgan, Cindy; Petaja, Maggie; Phillips, Yvette; Pittaway, Mary; Ruby, Vicki; Savage, Carol; Skoyen, Barbara; Stops, Margo; Susan Tefre; Timpano, Jane; Tusler, Vicky; Undem, Connie; Wagner, Linda

Cc: Bowsher, Joan

Subject: WIC Futures Study Group

WIC Futures Study Group:

Due to a Family Emergency in Mary Beth's Family the Summary of last Friday's meeting will not be sent until the end of next week. If you have any questions or need some information before that time please let me know.

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